

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Southeastern Radiation Products

Florida Manufacturing Extension Partnership

Southeastern Radiation Products Achieves Iso Certification

Client Profile:

Southeastern Radiation Products, founded in 1986 in Sanford, Florida, provides custom blocking products to radiation therapy facilities around the world. The company currently has an eight-person workforce.

Situation:

Southeastern Radiation Products (SRP) wanted to improve operating practices and upgrade its quality management system. The company contacted the Florida Manufacturing Extension Partnership (Florida MEP), a NIST MEP network affiliate, to help document and implement an ISO 9000:2000 compliant quality system.

Solution:

Florida MEP performed a gap analysis to determine the effectiveness of SRP's current quality system and identify changes that would bring it into compliance with the ISO 9000:2000 standard. Florida MEP worked very closely with SRP to improve, document, and implement its front office and manufacturing processes. Additionally, Florida MEP provided internal auditor training and helped to set-up a corrective and preventive action system. SRP became registered to ISO 9000:2000 in August 2002.

While completing the ISO registration process, SRP made significant improvements to its systems, resulting in reduced shipping times, reduced customer complaints, and increased sales volume.

Results:

Achieved ISO 9001:2000 certification.

Reduce the time from order receipt to order shipment from 15 hours to less than 11 hours.

Decreased the number of customer complaints from 36 in 2001 to 19 in 2002, with none received to date in 2003.

Reduced the number of quality control points out of tolerance by 85 percent.

Increased efficiency and volume of sales.

Added 3 employees to the staff.

Testimonial:

"The Florida Manufacturing Extension Partnership allowed us to achieve ISO

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registration much faster and easier than we could have done it on our own. Our processes are so much more efficient, organized, and profitable as a result of Florida MEP's assistance. I would recommend Florida MEP to anyone looking to achieve ISO certification and overall process improvement."

Richard Sweat, Owner